national confidence, facilitated removal of all Reserve Bank of India (RBI) import restrictions and further liberalisation of import policy; and introduction of partial convertibility of the Rupee. Besides, the basic changes in the regulatory framework, will show results now.

Establishment of Grievance Redressal Authority for Banks

1763. SHRI SURESH PACHOURI : Will the Minister of FINANCE be pleased to state :

(a) whether it is a fact that Government have established Public Grievances Redressal Authority to take action on the complaints received from the general public against the banks in the country ;

(b) if so, what are the details thereof and at how many places in the country such authorities have been established;

(c) what is the number of complaints received by each of such authorities during the last three years; and

(d) what are the details of the cases where actions have been taken ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH) : (a) and (b) The public sector banks have created internal and external machinery for redressal of customers' grievances. Internal machinery has taken the shape of complaint boxes at the branch level and grievance cells at the regional/ zonal offices and central offices of the banks. External machinery have been created in the form of customer service centres at selected centres. Complaints received at these centres are followed up by the designated co-ordinating bank with the banks concerned for disposal.

(c) and (d) Information relating to the number of complaints received from the customers by the banks during the last 3 years and action taken thereon is being collected and will be laid on the Table of the House.

Fraud in Car Import

1764. SHRI S. MADHAVAN : Will the Minister of FINANCE be pleased to state :

(a) whether Government's attention has been drawn to the news item published in the "Times of India" of the 25th March, 1992 captioned "car import fraud by PA and customs man";

(b) if so, whether Government have enquired into the allegations;

(c) if so, what are the details thereof; and

(a) what steps have been taken by Government to prevent such misuse of powers by Government servants ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR) : (a) to (d) The Government is aware of the News item. The matter is being investigated by the C.B.I. *prima facie* it appears that a Personal Assistant in the Ministry of Finance, in conspiracy with other persons, fradulantly imported two cars on the strength of febricated/forged documents. A case has been registered under the relevant provisions of the Indian Panel Code and the Customs Act, 1962. The Personal Assistant has been placed under suspension with effect from 20-3-92. The Customs and other investigative agencies remain alert against such fradulent contraventions of the law. Intelligence is targeted against such malpractices. The C.B.I. assists the Customs authorities in such matters.

Custom Duty on Pesticides

@ 1765. SHRI ASHOK NATH VERMA: Will the Minister of FINANCE be pleased to state :

(a) what are the names of the specified pesticides for which customs duty has been increased from 75 per cent to 110 per cent;

(b) what are the names of specified technical grade pesticides for which customs

@Previously Unstarred Question 1373 transferred from the 8th May, 1992.

duty has been reduced from 110 per cent to 75 per cent in the Finance Bill and the reasons for the same ;

(c) what are the names of specified pesticide Intermediates for which whole of excise duty has been from 120 per cent to 65 per cent; and

(d) what are the names of specified pesticides intermediates for which whole of excise duty has been exempted in the Finance Bill 1992-93 ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR): (a) Customs duty on three pesticides, namely, Aldrin, Chlordane and Heptachlor was raised from 75% to 110% in 1992-93 budget.

(b) Customs duty on 15 specified technical grade pesticides was reduced from 110 per cent to 75 per cent in 1992-93 budget. These pesticides are Triademefon, Metribuzin, Chlorpyriphos, Dinocap, Myclobutanil, Tricyclazole. Oxyfluoren, Propanil, Dodine, Ethephon, Fosotyl-Al, Phenthoate, Diflubenzuron, Pendimethalin and Bromodioline. This was done to help the agricultural sector.

(c) The customs duty (not excise duty, as appearing in the question) was reduced from 120 per cent to 65 per cent in 1992-93 budget on two specified pesticide intermediates, namely, Para Chloro Toluene for manufacture of Fenvalerate and Thio Urea for manufacture of Carbendazim.

(d) Three specified pesticide intermediates, namely, Cumene, Parachloro-N Isopropyl Aniline and Methyl Chlorofermate have been exempted from excise duty in the 1992-93 budget.

Employees on Pay Rolls of Union and State Governments

@ 1765-A. DR. YELAMANCHILI SIVAJI: Will the Minister of FINANCE be pleased to state :

(a) what is the number of employees on the pay rolls of Union and State Governments, public sector, State Sector, Semi-Governments, local bodies as well as aided Institutes; and

(b) What is the total amount spent on establishments stating the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SHANTARAM POTDUKHE): (a) and (b) The estimated number of Union Government Civilian Employees as on 1st March, 1992 was approximately 41.89 lakhs and the amount spent on their pay and allowances (other than travel expenses) during 1991-92 was Rs. 11469.12 crores. Data on the number of employees on the pay rolls of State Governments, public sector, State Sector, Semi-Governments local bodies and aided Institutes is not being centrally maintained.

Staff Crisis in BIFR

@@1765-B. SHRI DHULESHWAR MEENA : Will the Minister of FINANCE be pleased to state :

(a) whether the staff crisis has hit the functioning of the Board for Industrial and Financial Reconstruction (BIFR) forcing it to postpone the less important cases; and

(b) if so, the steps being taken to end the staff crisis ?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH) :(a) In terms of the provisions of sub-section 2 of Section 4 of the Sick Industrial Companies (Special Provisions) Act, 1985, the Board for Industrial and Financial Reconstruction (BIFR) shall consist of a Chairman and not less than 2 and not more than 14 other Members. At present BIFR consists of one post of Chairman and 8 posts of Members, of which two posts of Members are lying vacant since January, 1992. Vacancy position of the staff (other than the Chairman and Members) employed in BIFR as on January 31, 1992 is given in the Statement. (*See* below).

@Previously Unstarred Question 1117, transferred from the 7th May, 1992.

@@Previously Unstarred Question 2041 transferred from the 14th May, 1992.